

# Konverge

## Case Study

### Overview

Revamping an eCommerce Platform for Operational Agility



### The Challenge

A fast-growing apparel retailer was operating two versions of its internal eCommerce management system: one built on ASP.NET MVC, and another on ASP.NET Core with Angular. The platform supported day-to-day operations like order management, inventory, and fulfillment, but had major constraints:

- Fragmented workflows split across two application versions
- Incomplete Shopify integration and limited Amazon API utilization
- Manual processes around fulfillment and inventory reconciliation
- Lack of analytics and automation capabilities to support scale

### Contact Us



1-866-640-2345



info@konverge.com



400 University Ave, Suite 103,  
Toronto, ON

## Our Solution

Konverge conducted a full code audit and roadmap analysis before enhancing the modern (V2) platform to consolidate features and add new capabilities:

- Platform unification: Migrated key features from V1 to V2 to retire legacy infrastructure
- API integration: Strengthened Amazon and Shopify integrations for seamless data exchange
- Warehouse & order management: Introduced modules for inventory tracking, cost accounting, and fulfillment sync
- Analytics & reporting: Built dashboards to support business intelligence and performance monitoring

## Key Features

- Centralized product information management (PIM)
- Role-based access with improved security controls
- Multi-scenario order management and shipping logic
- Integration with the supplier warehouse and third-party APIs
- Cloud-ready architecture for scalability and uptime

## Business Outcomes

- Unified eCommerce operations across channels and systems
- Reduced manual entry and operational errors
- Improved agility in handling order volumes and customer service
- Positioned for future automation and growth in new marketplaces



## Why it Matters

Operational efficiency is crucial for multi-channel retailers. This project highlights the need for adaptable, custom-built software to replace brittle legacy systems.

With Konverge's guidance, the client transformed from a patchwork of tools into a scalable, integrated eCommerce operation ready for the next growth stage.

***“Helping our client unify and streamline their commerce infrastructure meant fewer silos and more visibility, exactly what high-volume retailers need to thrive in today’s digital landscape.”***  
— Sonia Couto, Managing Director, Konverge Digital Solutions

